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CONFIRMATION NO. 6439

<b>SERIAL NUMBER</b> 10/665,586	<b>FILING OR 371(c) DATE</b> 09/19/2003 <b>RULE</b>	<b>CLASS</b> 717	<b>GROUP ART UNIT</b> 2193	<b>ATTORNEY DOCKET NO.</b> BOC9-2003-0029 (398)
<b>APPLICANTS</b> Thomas E. Creamer, Boca Raton, FL; Bill H. Hilf, La Habra, CA; Peeyush Jaiswal, Boca Raton, FL; Neil A. Katz, Parkland, FL; Michael Mirt, Deerfield Beach, FL; Victor S. Moore, Boynton Beach, FL;				
<b>** CONTINUING DATA *****</b>				
<b>** FOREIGN APPLICATIONS *****</b>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 12/11/2003</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <input type="checkbox"/> yes <input checked="" type="checkbox"/> no Allowance		<b>STATE OR COUNTRY</b> FL	<b>SHEETS DRAWING</b> 3	<b>TOTAL CLAIMS</b> 30
Examiner's Signature _____ Initials _____		<b>INDEPENDENT CLAIMS</b> 4		
<b>ADDRESS</b> 40987				
<b>TITLE</b> Using ghost agents in an environment supported by customer service providers				
<b>FILING FEE RECEIVED</b> 1014	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	